



Salesforce.com (SFDC) with Lightning Experience.

Administration & Development Course Details

CRM CONCEPTS

- ★ What is CRM?
- ★ Common business issues faced by companies today
- ★ How CRM can help?
- ★ What CRM brings to business?
- ★ Evolution of CRM
- ★ Business value of CRM
- ★ What CRM means to you as a user?
- ★ Customers benefiting from CRM
- ★ A view of available of CRM products from IT industry

Administration

Sales Cloud Concepts

- ★ Home page, Tabs, Apps, Tab Home Pages, Record, Detail Page, Related lists and Sidebar
- ★ Understanding Leads and Opportunities
- ★ Adding A Lead
- ★ Adding an Account
- ★ Edit an Account Record
- ★ Adding A Product to An Opportunity
- ★ Sales ID
- ★ Adding A Task
- ★ Send and Add an Email
- ★ Document Tab
- ★ Web to lead
- ★ Assignment Rules
- ★ Converting A Lead
- ★ Team Contacts
- ★ Adding an Opportunity
- ★ Adding A Contact
- ★ Creating A View
- ★ Activity History

Salesforce.com Overview

- ★ Overview of products
- ★ Sales cloud and jigsaw
- ★ Service cloud and Remedy force

Standard Objects

- ★ Account
- ★ Person Account
- ★ Contact
- ★ Lead
- ★ Campaign
- ★ Opportunity
- ★ Quote
- ★ Product and Price Bank
- ★ Case
- ★ CRON Trigger

Managing Users

- ★ Profiles
- ★ Roles
- ★ Groups
- ★ Queues
- ★ Permission Sets

Securing and Sharing Data

- ★ Object-Level Security
- ★ Field- Level Security
- ★ Record-Level Security
- ★ Field Accessibility
- ★ Record Types

Automate Business Process with Workflow Developing Approval Processes

- ★ Formulas
- ★ Syntax
- ★ Object Formulas
- ★ Where Do I Use Them?
- ★ Workflows & Business Rules
- ★ Visualforce
- ★ Limitations
- ★ Best Practices
- ★ Predefined Function and experiment

Going Global

- ★ Import
- ★ Export

Overriding Link, Tabs and Label Sending Mass Email Importing Data

- ★ Import Data wizard
- ★ APEX Data Loader

Monitoring your Org

- ★ Debug Logs
- ★ Email Logs
- ★ Login History
- ★ View Setup Audit Trail
- ★ Time-based Workflow
- ★ Scheduled Job
- ★ Outbound Messages
- ★ Apex Job Queue
- ★ Import Queue
- ★ Mass Email Queue
- ★ Case Escalation Rule Queue
- ★ Entitlement Process Queue
- ★ Bulk Data Load Jobs

Advanced Topics:

Development

- ★ Enable Developing mode
- ★ overview about Developer Console
- ★ Installing Eclipse
- ★ Overview about using eclipse and options
- ★ Installing ant and Maven in the eclipse
- ★ MVC Architecture
- ★ Comparison of MVC to APPS
- ★ OOPS Basics
- ★ Lexical
- ★ Tokens
- ★ Identifiers
- ★ Variables

- ★ Data Types
- ★ Methods
- ★ Access Modifiers
- ★ comparison between Method/Function and Procedure
- ★ Classes
- ★ Creation of Variables
- ★ Getter Methods
- ★ Setter Methods
- ★ Creation of Methods
- ★ with Sharing
- ★ With Out Sharing
- ★ Creation of Objects
- ★ Reference Variables
- ★ Constructors
- ★ Class Scope
- ★ Static Variables
- ★ Static Methods
- ★ Static Blocks
- ★ Final Variables
- ★ Final Static Variables
- ★ Arrays
- ★ Advantages and Disadvantages of Arrays

Apex Collections:

- ★ List
- ★ Set and Methods
- ★ Map and Methods

Select Option Class

- . SOQL (Object Query Language)
- SOSL (Object Search Language)

Compression of DML with Database DML

- ★ Save Point
- ★ Rollback operations
- ★ Working with workbench
- ★ Writing a test class
- ★ SOQL Governing limit
- ★ DML governing limit
- ★ DML on No. of records
- ★ Future Methods
- ★ Setup Objects
- ★ Non-Setup Objects
- ★ Mixed DML exception
- ★ Async Apex Job class
- ★ Batch Apex

Email Services

- ★ Outbound Email Services
- ★ Single Email Message
- ★ Sending Pdf attachment

Schedule Apex

- ★ Implementing Schedule Apex
- ★ Cron Trigger
- ★ Invoking Batch Apex

- ★ Invoking Future Methods from Schedule Apex
- ★ Invoking the Callouts from Schedule Apex
- ★ Sending Email from Schedule Apex
- ★ Test Classes
- ★ Governing Limits

Triggers

- ★ Trigger Events
- ★ Trigger Context variables
- ★ Insert Triggers
- ★ New in before insert and after Insert.
- ★ DML in before insert and after
- ★ System validation and before Insert Trigger
- ★ System validation and Before Insert and custom
- ★ System validation and Before Insert, Custom validation and after Insert trigger Combination.
- ★ System Validation, Before Insert, Custom validation, after insert, Assignment Rule Combination.
- ★ System Validation, Before Insert, Custom validation, after insert, Assignment Rule, Auto ResponseCombination
- ★ System Validation, Before Insert, Custom validation, after insert, Assignment Rule, Auto Response, workflow Combination
- ★ System Validation, Before Insert, Custom validation, after insert, Assignment Rule, Auto Responseworkflow 1, workflow rule 2 Combination
- ★ System Validation, Before Insert, Custom validation, after insert, Assignment Rule, Auto Responseworkflow 1, workflow rule 2, Rollup summary combination
- ★ System Validation, Before Insert, Custom validation, after insert, Assignment Rule, Auto Responseworkflow 1, workflow rule 2, Rollup, Formulas combination 4. Update Triggers

Extensions

- ★ Standard Controller
- ★ Standard Set Controller
- ★ Custom Controller
- ★ Controller Extensions

Custom Setting

- ★ List
- ★ Hierarchical

Visualforce

- ★ Create VF Page
- ★ Using URL
- ★ Using Developer Console
- ★ Using Eclipse
- ★ Using Standard Navigation
- ★ Printing Static data, Binding the global data on VF page
- ★ 4.Global Objects in VF page
- ★ Apex Page Block
- ★ Apex Page Block Section and apex

JavaScript in VF page

- ★ Internal JavaScript
- ★ External JavaScript
- ★ Events & validations

List Views

- ★ Page Block Table
- ★ Data Tables
- ★ Data List

Enhanced list view

- ★ Insert, Include and define
- ★ Panel Grid, Panel group, output panel
- ★ Select List, Select option
- ★ Establishing Connection between Apex and VF page using Controller
- ★ Custom Picklist using Select Option
- ★ Action Support, Action Function, Action Pooling
- ★ PDF pages
- ★ Data transfer between the pages
- ★ Controller and Extensions

Lightening:

- ★ JavaScript, CSS and HTML Basic
- ★ SLDS.
- ★ Understanding the Lightening Arch.
- ★ Lightening File Structure.
- ★ Lightening Style and tokens.
- ★ Attributes and Expressions.
- ★ Calling server-side with/without parameter.
- ★ Nested component.
- ★ Events in lightening.
- ★ Quick Action and Tabs.
- ★ Lightening DataTable and its usage.
- ★ Lightening Out.
- ★ Debug Lightening Component.

Note:

- ★ All the topics which we mentioned below, we are going to give training on from basic to advanced level with Hands on Training.
- ★ For Each Topic Soft copy material and Interview Questions will provide.
- ★ Real-time Use Case Scenarios
- ★ Resume Preparation
- ★ Job Assistance

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